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PATENT  
010284 6-4-02

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2161 :  
In re application of :  
Smith et al. : METHODS AND SYSTEMS FOR  
Serial No. 10/074,325 : COMMUNICATING WITH SERVICE  
Filing Date: February 12, 2002 : TECHNICIANS IN A TELECOMMUNICATIONS  
SYSTEM

INFORMATION DISCLOSURE STATEMENT

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May 23, 2002

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*Technology Center 2100*

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Dear Commissioner:

Applicants, in accordance with the duty of disclosure pursuant to 37 C.F.R. § 1.56, hereby advise the United States Patent and Trademark Office of the references listed on the accompanying form PTO-1449 *Information Disclosure Statement by Applicant*. Copies of the references cited therein are enclosed.

Applicants note that although the cited references may be relevant to the examination of the above-referenced application, under 37 C.F.R. § 1.97(h), the filing of this

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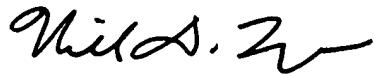
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*Brian D. Geart*

*Information Disclosure Statement by Applicant* "shall not be construed to be an admission that the information cited in the statement is, or is considered to be, material to patentability as defined in § 1.56(b)."

Respectfully submitted,



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Form PTO-1449  U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE  INFORMATION DISCLOSURE STATEMENT BY APPLICANT  (Use several sheets if necessary)		Atty. Docket No. 010284	Serial No. 10/074,325
 <p>Applicant Smith et al.</p>			
Filing Date February 12, 2002		Group	

## U. S. PATENT DOCUMENTS

Examiner Initial	Document Number	Issue Date	Patentee	Class	Sub-Class	Filing Date
	4,841,560	June 20, 1989	Chan et al.			
	4,922,516	May 1, 1990	Butler et al.			
	4,977,399	Dec. 11, 1990	Price et al.			
	5,687,212	Nov. 11, 1997	Kinser, Jr. et al.			MAY 30 2002
	5,896,440	April 20, 1999	Reed et al.			Technology Center 2100

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## FOREIGN PATENT OR PUBLISHED FOREIGN PATENT APPLICATION

Examiner Initial	Document Number	Public. Date	Country or Patent Office	Class	Sub-Class	Transl Y N
	WO 00/02365	Jan. 13, 2000	WIPO			
	EP 0 712 227 A2	May 15, 1996	EPO			
	EP 0 712 227 A3	Nov. 24, 1999	EPO			

## OTHER DOCUMENTS

(Including Author, Title, Date, Relevant Pages, Place of Publication)

Examiner	Date Considered		
EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.			

Rev. 12/92